Cheltenham Borough Council

Cabinet Housing Committee – 29 July 2026

Compliance Performance Data to 30th June 2026

Accountable officer:

Claire Hughes – Director of Governance, Housing and Communities

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Executive summary:

The purpose of this report is to provide the Cabinet Housing Committee with data relating to the council's compliance position as at the end of June 2026.

Recommendations:

That the Cabinet Housing Committee notes the report

June 2026 Compliance Data

The snapshot below (table 1) provides details of the current compliance position across the 'big 6' areas of compliance. Table 2 provides a snapshot of damp, mould and condensation cases

Members of the committee should note the following context:

Gas servicing

The snapshot is currently reporting three overdue gas services up until the end of June

- All three properties are in the legal process for access.

5-year Electrical Inspection Condition Reports (EICR)

There are currently fourteen overdue domestic electrical inspections.

- 8 properties are void, therefore the risk here is minimal due to the properties not being inhabited.

- 3 properties are in the legal process for access

- 2 properties have agreed appointment for the first week of July 2/7/26 – This is now complete
- 1 property is complex requiring additional support from legal, currently ongoing

Asbestos Reports

- There is one overdue asbestos report recorded this month, the inspection was completed 25th June 2026, and the report has now been received.

Legacy fire risk actions – There are 2 remaining legacy fire actions to complete.

Compartmentation

- Two schemes compartmentation works are nearing completion
- Goldfoot House –due to be completed 24/7/26
- Popes Close – Work is expected to be completed early September
- The two further schemes that require compartmentation works (Lynworth court and Barlow Road) are subject to procurement processes.

Fire Safety Update

- The Compliance Team continues to monitor fire risk actions allocated to both in-house teams and external contractors following the completion of our condensed Fire Risk Assessment (FRA) programme. Alongside this the new Fire Safety Manager is carrying out a full review of all fire safety processes and procedures and is actively reprofiling the fire assessment programme as well as actively investigating ways we can improve the ongoing management, monitoring and reporting of actions.
- Work is still ongoing to the 8 high risk actions. In the interim the following mitigations are in place to reduce risk;
    - TMOs communication with residents regarding importance of following tenancy agreement
    - Fire detection in place
    - Fire door inspections and remedials
    - Communal fire alarm installed in 5 story builds
    - Stay Put policy changed to Simultaneous Evacuation for the 5 story builds
    - CBC staff to report any faults issues or unsafe behaviours
    - FRS are being notified of works of 5 story builds
    - Fire safety precaution inspections being carried out
    - CBC staff to report any faults issues or unsafe behaviours

- Signage being displayed

- Work has begun on the 5 story blocks with cladding now removed completely from one site and partial removal from the two others. This has reduced the risk to these buildings significantly with mitigations as above already in place.

- Implementation of quarterly fire safety inspections have also begun this month which are being carried out by our internal Fire Door Inspector and are being recorded on our internal housing management system. There is an 18-point checklist that needs to be followed which allows us to determine whether the building is clear from obstructions in communal areas, that the necessary signage is clear, fire alarm breakpoints are clear of obstructions and whether fire equipment is in place.

- The implementation of these checks means that Cheltenham Brough Council are meeting the requirements of the Fire Safety Order under article 5 and 8. They will also assist with resident engagement and provide greater staff visibility within the local community.

Table 1

Performance as at: 30/06/2026 18:06:28

Period Year: 2026
Period Month: June

Compliance Scorecard

	Compliance					Non-Compliance		Performance Indicator
Compliance Area	Total Stock On programme	Total Stock Off Programme	Completed this month	In Date #	In Date %	Overdue #	Overdue %	PI
Gas Safety								
Landlords Annual Gas Safety Check (Domestic)	4400	302	-	4397	99.93%	3	0.07%	Non Compliant
Annual Commercial Gas Safety Check	13	531	-	13	100%	0	0%	Compliant
TSM (CBC) - Proportion of Homes for which all required gas safety checks that have been completed	4317	277	-	4314	99.93%	3	0.07%	Non Compliant
TSM (CBH) - Proportion of Homes for which all required gas safety checks that have been completed	83	25	-	83	100%	0	0%	Compliant
Electrical Installation Condition Reports (EICR)								
Electric - EICR (Domestic)	4649	53	-	4635	99.7%	14	0.3%	Non Compliant
Electric - EICR (Communal)	341	203	-	341	100%	0	0%	Compliant
Fire Safety								
Fire Risk Assessments High Risk Blocks	69	475	-	69	100%	0	0%	Compliant
Fire Risk Assessments Lower Risk Blocks	378	166	-	378	100%	0	0%	Compliant
TSM (CBC) - Proportion of Homes for which all required fire risk assessments have been carried out.	2479	2115	-	2479	100%	0	0%	Compliant
TSM (CBH) - Proportion of Homes for which all required fire risk assessments have been carried out.	22	86	-	22	100%	0	0%	Compliant
Lift Servicing and LOLER								
Communal Lifting Equipment (LOLER)	13	531	-	13	100%	0	0%	Compliant
TSM (CBC/CBH) - Proportion of Homes that require LOLER inspections that have been completed	313	4389	-	313	100%	0	0%	Compliant
Water Hygeine (Legionella)								
Legionella Risk Assessments	24	520	-	24	100%	0	0%	Compliant
TSM (CBC) - Proportion of Homes that require Legionella checks that have been completed	406	4188	-	406	100%	0	0%	Compliant
TSM (CBH) - Proportion of Homes that require Legionella checks that have been completed	0	108	-	0		0		Compliant
Asbestos								
Properties with a valid asbestos survey (Communal)	366	178	-	365	99.73%	1	0.27%	Non Compliant
TSM (CBC) - Proportion of Homes that require asbestos management surveys that have been completed	2199	2395	-	2191	99.64%	8	0.36%	Non Compliant

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Damp, Mould and Condensation (DMC)

- There are currently 29 open DMC cases, 8 of which were newly reported in the month of June.
- All open cases have been dealt with within the Awabbs Law timeframes.
- There is one anomaly on this month's report showing in the category '% of cases with report sent within 3 working days'. This has been caused by a colleague selecting the wrong channel of works when creating a CRM. Previously, there was a channel called 'Email' under the DMC channel, which we believe colleagues thought was an email sent to the DMC team. Instead it has been found that this actually generates a CRM for the DMC team to send the report to the tenant. In this case, no report was needed and was the case of the wrong channel being selected.

  The issue has since been raised with ICT who have advised we cannot remove the 'Email' channel, so have renamed this to 'Versa' so that this option will not be used in this manner.

Table 2

Reporting Period Year: 2026
Reporting Period Month: Jun
COMPLIANCE: SNAPSHOT: DMC Master KPI Report

	DMC Compliance Report							
	Snapshot			Compliance		Non-Compliance		Performance Indicator
Compliance Area	Period Year	Period Month	This Month	Total Number In Date	Total In Date %	Total Number Overdue	Total Overdue %	Performance Indicator
Current number of open cases.	2026	7	29	-	-	-	-	Not Applicable
Current number of new cases.	2026	7	8	-	-	-	-	Not Applicable
Current number of closed cases.	2026	7	22	-	-	-	-	Not Applicable
Total number of emergency hazards.	2026	7	0	-	-	-	-	Not Applicable
Total number of significant hazards.	2026	7	0	-	-	-	-	Not Applicable
% of cases with report sent within 3 working days.	2026	7	-	7	87.50%	1	12.50%	Non Compliant
% of inspections completed within 10 workings days.	2026	7	-	20	100.00%	0	0.00%	Compliant
% of emergency cases acted on in 24 hours.	2026	7	-	0	100.00%	0	-	Compliant
% of significant hazard remedial works started within 5 working days.	2026	7	-	0	100.00%	0	-	Compliant
% of significant hazard remedial works started within 12 weeks.	2026	7	-	0	100.00%	0	-	Compliant
Total number of emergency hazards currently open	2026	7	0	-	-	-	-	Not Applicable

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Report author:

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Appendices:

i. Risk Assessment

Background information:

None

Appendix 1: Risk Assessment

Risk ref	Risk description	Risk owner	Impact score (1-5)	Likelihood score (1-5)	Initial raw risk score (1 - 25)	Risk response	Controls / Mitigating actions	Control / Action owner	Deadline for controls/ actions
1	If there is ineffective management of property compliance then this will result in regulator intervention and reputational damage.	Director of Governance, Housing and Communities	5	1	15	Reduce (reduced to 9)	- Effective oversight of property compliance performance by senior officers, Cabinet and Cabinet Housing committee. - Robust delivery model for each of the big 6 property compliance areas + DMC. - Ensure delivery meets property compliance policy - Assurance processes to ensure delivery meets legal requirements and compliance monitoring group - two independent assurance attend (housing quality network and Penningtons for 6 months) - Compliance strategy developed. Policies and procedures are in place and full data validation exercise conducted - Compliance scorecard and performance framework developed and in place - Regulatory Compliance Manager in place	Director of Governance, Housing and Communities	Ongoing